

Terms of Reference (ToR)

Security Guard Services for the office premise of UNHCR Representation in Japan

Background and Purpose:

UNHCR Representation in Japan is located in Wesley Center, which is currently seeking reception/communication and access control/surveillance services for its premises during the period of 1 June 2026 to 15 July 2030, in line with the UNDSS Security Risk Management process and the assessment conducted. In order to have a robust access control system in place, such a service is a key requirement in maintaining and protecting the safety and security of UN personnel working in the premises, particularly in the context of expected and sudden visits by external parties, including those seeking assistance from UNHCR, while also ensuring smooth daily operations of visitor sand inquiries.

Maximum Duration: 1 June 2026 – 15 July 2030 (49.5 months) *one year extension at a time.

Conditions of Work:

1. Service: One (1) Full-time Stationed Unarmed Security Guard at the 3F entrance of UNHCR Representation in Japan Office

✂ For the consistency of the quality of service, it is preferred that one designated staff fills the above position. Please limit the number of staff to two in case of shift-work system.

2. Location: UNHCR Representation in Japan, Wesley Center, 6-10-11 Minami Aoyama, Minato-Ku, Tokyo 107-0062

3. Working Hours:

- a) Monday – Friday, 9:30 – 17:30 (Full-time), 1 hour lunch break
- b) Holidays to be observed in accordance with UNHCR Representation in Japan Official Holidays. Please note that Official Holidays are limited to 10 days per year and do not necessarily follow the Japanese National Holidays.
- c) For 2026

20 July	Monday	Marine Day
21 September	Monday	Respect for the Aged Day
12 October	Monday	Sports Day
25 December	Friday	Christmas Day

4. Duties:
 - A) Prevention of loss of life and personal injury and of damage to assets owned/managed by UNHCR through Surveillance/Access control, Disaster Prevention, Incident Management
 - B) Reception Services: Attending to visitors, provision of basic guidance, receipt of delivery items
 - C) Telephone & Communication Handling: Operation of main telephone system, internal communication
5. Attire: Formal or Uniform
6. Equipment/Facility: Cellular phone, security camera tablet, resting/changing area and locker provided by UNHCR. Laptop and devices needed to submit daily reports digitally are to be provided by the company.
7. Language: Ability to converse and write in Japanese and basic level English conversation/comprehension skills

Scope of Work:

1. Access control / Surveillance

- a) Mind the entrance both of the building entrance and office entrances through CCTV during the working hours and beyond working hours for emergency situation upon request from UNHCR.
- b) Surveillance of CCTV, monitor/screen visitors at the designated location, if need be, using metal detector.
- c) Conduct routine security patrols inside and around the Wesley Center.
- d) Deter unauthorized entry into the controlled areas.
- e) Prohibit unauthorized goods leaving the controlled areas.
- f) Stop, identify and if necessary, examine visitors outside secure premises.
- g) In the event that suspicious persons or things are found, report to UNHCR Office Administration and/or other staff, security guard company. Report to landlord-contracted building security company (i.e. SECOM), building maintenance company, and the police, if necessary, only upon instruction from UNHCR.
- h) Attend vehicles of UNHCR's guests as requested. Conduct non-destructive, non-invasive examination of visitors, effects and possessions for hazardous items.
- i) Perform inspections of postal mail and deliveries/parcels addressed to UNHCR Representation in Japan.
- j) Attend to any inquiring visitors.

- k) Record daily occurrence and visitors to UNHCR premises and report to UNHCR Administration and/or Protection Unit.

2. Attend to persons seeking UNHCR's assistance

- a) Observe individuals entering the Wesley Center and identify those seeking UNHCR assistance
- b) Engage such individuals at the earliest appropriate point (preferably the first floor) and manage access to the UNHCR office accordingly.
- c) Remain available to respond to walk-ins as required.
- d) Conduct a brief intake (purpose of visit, name, country of origin). Provide standard information materials prepared by UNHCR Protection Unit
- e) Share information on UNHCR's complaint channels for individuals wishing to lodge complaints about JAR or other partners.
- f) Submit a brief written report to UNHCR Administration and Protection on each interaction, including any concerning behaviour or likelihood of repeat visits.

3. Disaster Prevention

- a) Take part in emergency drills organized by landlord and/or UNHCR every year.
- b) Ensure familiarity with earthquake and fire emergency procedures, and first aid response including AED for medical emergencies

4. Emergency/Incident Management

Respond to incidents calmly, analyse situation, and judge what action should be taken.

- a) Practice vigilance against suspicious vehicles, individuals or groups and report to UNHCR Office Administration and Protection Unit of potential threats
- b) Report all unsafe conditions to UNHCR Office Administration.
- c) Report all incidents and emergency situations to UNHCR Office Administration and Protection Unit, and security guard company. Report to landlord-contracted building security company (i.e. SECOM), building maintenance company, and the police, if necessary, upon instruction from UNHCR.
- d) Attend to any sudden incidents as appropriate (i.e. fire, earthquake). Ensure own and UNHCR staff's safety.
- e) Provide first-aid treatment and perform AED in emergency cases.

- f) Call fire department and assist in evacuation.
- g) Cooperate with the police upon requests from UNHCR.
- h) Warn or stop people engaged in activities harmful to oneself, UNHCR personnel and its guests, and others in the building. Prevent people from attempting to damage the premises/assets of UNHCR as well as to the building.
- i) Follow any other instructions of UNHCR staff according to the situation.

5. Reception/Front Desk Operations:

- a) Serve as the primary point of contact at the office entrance during working hours.
- b) Receive, screen, and facilitate visitor entry following security protocols and verification steps.
- c) Ensure visitor identification is properly managed and that no unauthorized individuals enter the premises.
- d) Maintain situational awareness of the reception area, coordinate closely and report concerns to UNHCR Administration.
- e) Assist in coordinating access for official meetings, missions, and guests of UNHCR.
- f) Assess and receive delivery items to UNHCR as appropriate

6. Telephone and Communication Handling:

- a) Operate the office's main telephone system and ensure calls are handled efficiently.
- b) Provide information to callers in accordance with UNHCR guidelines, including directing protection-related queries appropriately
- c) Maintain confidentiality in all interactions with visitors and callers.

7. Management

- a) The company should prepare and revise its own manual in accordance with the UNHCR requests. Specific work operations/procedures to be discussed and revised upon situational needs.
- b) The company should respond to requests from UNHCR upon change of circumstances.
- c) The company should perform timely and accurate invoicing as per instructions.
- d) The company should understand and abide by the Japanese Security Services Act and other related laws.

8. Staff allocation and Back-up personnel

- a) The company must have the capacity to provide services beyond working-hours for emergency situation or urgent request from UNHCR.
- b) The company must allocate back-up personnel for absence of regular personnel.
- c) The company must be able to provide additional capacity during working hours in the event of an incident.

9. Supervision

- a) All staff must be sufficiently trained prior to assignment.
- b) Training must be organized to provide with the initial or basic training as well as follow up programs to maintain/develop the quality standards for the personnel. The follow up training should ideally include special training tailored towards UNHCR's needs.
- c) Undergo training sessions offered by UNHCR to develop understandings about UNHCR and its mission, as well as the role of the Tokyo office. This shall include training on how to convey the standard responses on information provided to persons seeking UNHCR's assistance.
- d) The company should maintain a reasonable schedule of work as required, training opportunities, and leave provision, other absences for proposed personnel in compliance with the law.
- e) The company should agree to uphold Confidentiality and the UNHCR Age, Gender, Diversity Policy, and be prepared to enforce, all applicable UNHCR policies and procedures.
- f) A Code of Conduct or UNHCR Code of Conduct is taught and promoted among personnel. Standards of conduct for the employee should emphasize basic courtesy towards fellow employee and others, even holding of transgressors, responsibilities in carrying out the duties, fairness and objectivity, respect the right of others, a spirit of cooperation, personal integrity, both of the job and personal life, and a positive attitude.